



COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
600 East Broad Street, Suite 1300
Richmond, VA 23219

December 15, 2008

Dear Prospective Vendor:

The Department of Medical Assistance Services (DMAS) is soliciting proposals from qualified firms to provide Claims Direct Data Entry (DDE) Services via the Medicaid Web Portal.

Specific details about this procurement are in the enclosed Request for Proposal (RFP) 2009-01. Contractors must check the DMAS web site at www.dmas.virginia.gov or check the eVA web site at www.eva.virginia.gov for any addenda or notices regarding this RFP. The evaluation criteria are also available on both of these sites.

The Commonwealth will not pay any costs that any contractor incurs in preparing a proposal and reserves the right to reject any and all proposals received.

All issues and questions related to this RFP should be submitted in writing to the attention of Sylvia Hart, Director, Information Management Division, Department of Medical Assistance Services, 600 East Broad Street, Suite 1300, Richmond, VA 23219. Vendors are requested not to call this office. In order to expedite the process of submitting inquiries, it is requested that vendors submit any questions or issues by email in MS Word format to RFP2009-01@dmas.virginia.gov.

Contractors who wish to submit a proposal are required to submit a Letter of Intent, which must be received by the Department no later than 2:00 PM local time on December 29, 2008. The prior submission of a Letter of Intent is a prerequisite for submitting a proposal; proposals shall not be accepted from Contractors who have not submitted a Letter of Intent by the deadline specified above. Letters of Intent shall be sent to:

Department of Medical Assistance Services
Attention: Sylvia Hart
600 East Broad Street, Suite 1300
Richmond, VA 23219

Letter of Intent may also be sent electronically via email to:

Single Point of Contact: Sylvia Hart
Email: RFP2009-01@DMAS.virginia.gov

Sincerely,

Christopher M. Banaszak
DMAS Contract Manager

Enclosure

REQUEST FOR PROPOSALS

RFP 2009-01

Issue Date: December 15, 2008

Title: Claims Direct Data Entry (DDE) Services via the Medicaid Web Portal

Period of Contract: An initial two (2) years from implementation date. Contract may be renewed by the Commonwealth upon written agreement by both parties for four (4) successive one-year periods.

Single Point of Contact:

Sylvia Hart
Director, Information Management Division
Department of Medical Assistance Services
600 East Broad Street
Richmond, Virginia 23219

E-mail Address: RFP2009-01@dmas.virginia.gov

Deadline for Letters of Intent: Letters of intent will be accepted until **2:00 p.m. E.T on December 29, 2008.**

Deadline for Questions: Questions/inquiries will be accepted until **2:00 p.m. E.T. on January 9, 2009.**

Proposal Due Date: Proposals will be accepted until **2:00 p.m. E.T. on February 6, 2009.**

Submission Method: The proposal(s) must be sealed in an envelope or box and addressed as follows:

"RFP 2009-01 Sealed Proposal"
Department of Medical Assistance Services
600 E. Broad Street, Suite 1300
Richmond, Virginia 23219
Attention: Chris Banaszak

Facsimile Transmission of the proposal is not acceptable.

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, §2.2-4343.1 or against a Vendor because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF MEDICAL ASSISTANCE
SERVICES

Request for Proposal

No. 2009-01

For

Claims Direct Data Entry (DDE)
Services via the
Medicaid Web Portal



December 15, 2008

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1. INTRODUCTION

A. RFP Objective and Project Overview

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified Vendors to provide the systems and services required to support claims direct data entry (DDE) for providers enrolled in Medicaid and other programs administered by the Virginia Department of Medical Assistance Services (DMAS). For the purposes of this RFP, vendor, contractor, supplier, and offeror shall mean any entity that submits a proposal in response to this RFP.

The claims DDE service will be accessed by providers through an existing Medicaid Web portal that is currently available as part of the Medicaid Management Information System (MMIS). The service must support UB-04 and CMS-1500 claims as utilized by DMAS.

This service is being offered to reduce the submission of paper claims and in so doing provide better service to our providers by improving the claims submission process.

For the purposes of this RFP, "Vendor" shall mean any entity that submits a proposal in response to this RFP.

Timely proposals received in response to this RFP will be evaluated by the DMAS claims DDE evaluation team. Once the proposals have been evaluated, DMAS will, in its sole discretion, decide whether to make an award to a qualified Vendor.

The expectation is that this RFP will result in a contract that will provide the means to satisfy DMAS' objectives regarding the establishment of a claims DDE service to our provider community. After we enter into a contract with the successful Vendor, the implementation of the claims DDE service will be a joint effort between DMAS, the selected Vendor, and our current MMIS fiscal agent, First Health Services Corporation. The Vendor will be expected to customize its system to look and function as part of the Virginia MMIS and to meet our requirements, as well as to provide documentation and training assistance for our providers.

It is our objective to have this system operational within 45-60 days of contract award.

Section 5 sets forth the detailed requirements for the Solution and services to be provided. DMAS reserves the right to adjust the requirements or scope of this RFP. In the event that any modifications become necessary, an amendment to this RFP will be posted on eVA at www.eva.virginia.gov and on the DMAS website at www.dmas.virginia.gov.

B. MMIS Claims Direct Data Entry Initiative

DMAS has received a Productivity Investment Fund (PIF) Grant through the Governor's Enterprise Solutions Group to enhance the MMIS with a claims DDE service. The service is targeted for small to medium sized providers that may not be able to justify a claims DDE service or practice management system, although the service will be available to all providers.

DMAS is undertaking this DDE initiative to reduce the number of claims submitted on paper. In State Fiscal Year 2008, there were over 4.4 million paper claims received. Of these, there were approximately 3.2 million CMS-1500 claims and 425,000 UB-04 claims. In addition, there were almost 800,000 claims submitted on a proprietary DMAS claim form, referred to as the DMAS-30, that is used for professional claims when Medicare is the primary payer. DMAS is interested in implementing a method to also accept professional claims with Medicare as the primary payer that will be transparent to the MMIS claims processing subsystem.

It is our intent that the use of this service will be a seamless process through the existing Medicaid Web portal. DMAS will notify providers about the availability of this service, as well as enroll and train providers in the use of the Solution. However, it is expected that the selected Vendor will supply Web-based training, materials customized to DMAS providers, help desk support, outreach promoting the new services being offered, and assistance with training when requested by DMAS.

Through the PIF Grant funding, DMAS will offer the claims DDE service at no cost to providers for a specified time yet to be determined. After that, DMAS will determine whether it can continue to pay for the service, in part or in full, or whether costs will be shared by the providers.

The Commonwealth of Virginia is a founding member of a payer-provider collaborative to lower administrative costs in healthcare, the Virginia Healthcare Exchange Network (VHEN). When they become available, DMAS will explore utilizing VHEN tools to lower administrative costs and improve provider service on administrative transactions. The features and usage of the Medicaid web portal may need to be enhanced or altered when the VHEN portal begins to be used by DMAS providers.

C. DMAS Overview

DMAS is the single state agency charged with administering the Virginia State Plan for Medical Assistance. In addition to Medicaid, DMAS is responsible for administering several additional health care programs, including the FAMIS (Family Access to Medical Insurance Security) Program, FAMIS-Plus, the State/Local Hospitalization (SLH) Program, and the Temporary Detention Order (TDO) Program. The agency utilizes a Medicaid Management Information System (MMIS) to administer these programs, which includes processing claims.

D. Other Considerations

DMAS is a member of the Virginia Healthcare Exchange Network (VHEN). An objective of VHEN is to provide a multi-payer portal that is fully enabled to support all HIPAA transaction sets. In the response to this RFP, Vendors should explain how its proposed Solution could be leveraged for use with VHEN's multi-payer Web portal

2. PROPOSAL INSTRUCTIONS AND ADMINISTRATION

A. Overview

This RFP was developed to provide potential Vendors with the information required to prepare proposals. This section outlines the administrative procedures and guidelines for preparing and submitting a proposal. Nothing in this RFP constitutes an offer or an invitation to contract.

B. Virginia Public Procurement Act (VPPA)

This RFP is a Best Value procurement and is governed by the VPPA, § 2.2-4300 et seq. of the Code of Virginia, and other applicable laws.

C. Ethics in Public Contracting - §2.2-4371 and §2.2-4372

By submitting their proposals, Vendors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other vendor, supplier, manufacturer or subcontractor in connection with their proposals, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

D. Use of Brand Names - §2.2-4315

Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict Vendors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article that the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The Vendor is responsible to clearly specify and identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Unless the Vendor clearly indicates in its proposal that the product offered is an equal product, such proposal will be considered to offer the brand name product referenced in the solicitation.

E. Debarment Status and Current Tax Status- §2.2-4321 and 2.2-4321.1

By submitting their proposals, Vendors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation. Further, Vendors certify that if they or an affiliate have failed or refused to submit tax due under Article 2 (§58.1-320 et seq.) or article 10 (§58.1-400 et seq.) of Chapter 3 of Title 58.1, they have entered into a payment agreement with the Virginia Department of Taxation and are not delinquent under the terms of such agreement or have appealed the assessment of the tax in accordance with law and such appeal is pending. A statement citing the agreement or appeal status must be included in all proposals submitted to DMAS.

(Note: If this procurement will be funded, in whole or in part, with funds received from the federal government, award may not be made to a Vendor that is excluded from federal procurements under the General Service Administration's Excluded Parties List System.)

F. Announcement of Award - §2.2-4300 et seq.

Upon the award or the announcement of the decision to award a contract over \$30,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site (www.eva.virginia.gov) for a minimum of 10 days. No award decision will be

provided verbally. Any final contract, including pricing, awarded as a result of this RFP shall be made available for public inspection.

G. Liability

The issuance of this document and the receipt of information in response to this document will not cause DMAS to incur any liability or obligation, financial or otherwise, to any Vendor. DMAS assumes no obligation to reimburse or in any way compensate a Vendor for expenses incurred in connection with its proposal.

H. Nondisclosure

All proposal information will be open to public inspection only after award of contract; however, any Vendor may request an opportunity to inspect proposal records within a reasonable time after the evaluation and negotiations of proposals are completed but prior to award, except in the event that the issuing agency decides not to accept any of the proposals and reopen the contract.

I. Proprietary Information

DMAS reserves the right to use information submitted in response to this document in any manner it may deem appropriate in evaluating the proposals. Ownership of all data, materials, and documentation originated and prepared for DMAS pursuant to the RFP shall rest exclusively with DMAS and shall be subject to public inspection in accordance with the §2.2-4342 of the *Virginia Public Procurement Act and the Virginia Freedom of Information Act*.

Trade secrets or proprietary information submitted by a Vendor or Contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of §2.2-4317 shall not be subject to the Virginia Freedom of Information Act (§ 2.2- 3700 et seq.) if the Vendor:

- i). invokes the protections of Virginia Code §2.2-4342 in writing prior to or upon submission of the data or other materials,
- ii). identifies specifically the data or other materials to be protected, and
- iii). states the reasons why protection is necessary.

FAILURE TO COMPLY WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO VENDORS OR THE PUBLIC AS PROVIDED FOR IN THE VIRGINIA FREEDOM OF INFORMATION ACT.

The Vendor must provide as a separate appendix to its proposal a list of all pages in the proposal and a specific identification of the data or materials to be protected and the reason it deems such information proprietary. Only pages referenced in that list will be treated as proprietary. The classification of an entire proposal as proprietary or trade secret is not acceptable and may be deemed non-responsive. In addition, the Vendor shall submit a redacted (proprietary and confidential information removed) electronic copy in PDF format of its entire submission, CD-ROMS No. 1-4 from Section 2, J, Proposal Protocol, to be utilized in those circumstances where public proposal review is needed.

J. Proposal Protocol

In order to be considered for selection, a Vendor is to submit a complete response to this RFP no later than 2:00 PM local time on the date specified on the cover sheet of this RFP.

Original hardcopy proposals shall be typed, bound, page-numbered, and single-spaced with a 12-point font on 8 1/2" x 11" paper with 1" margins and printed on one side only. Each copy and all documentation submitted shall be contained in single three-ring binder volumes where practical. A tab sheet keyed to the Table of Contents shall separate each major section. The title of each major section shall appear on the tab sheet. Vendor shall submit its proposal as follows:

1. One (1) complete original hardcopy, bound or contained in a single volume where practical, with permission to make copies; CD-ROMs No.1-4
2. Five (5) sets of CD-ROMs No. 1 and No. 4 as specified in Section 3 of this RFP;
3. Two (2) each of CD-ROMs No. 2 and No. 3 as specified in Section 3 of this RFP; and
4. One (1) each of a fully redacted (proprietary and confidential information removed) CD-ROMs No. 1-4.

Proposals must be submitted to the following location:

Attention: Chris Banaszak
ATTN: RFP 2009-01
Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, VA 23219

Hand Delivery or Courier to:

Attention: Chris Banaszak
ATTN: RFP 2009-01
Department of Medical Assistance Services
7th Floor DMAS Receptionist
600 East Broad Street
Richmond, VA 23219

Proposals may be sent by US mail, Federal Express, UPS, etc.

All proposal materials are to be provided in either Microsoft Word or Excel (Windows XP compatible), as specified. A proposal submitted for consideration should be clearly marked on the outside cover of all envelopes, CDs, boxes or packages with the following:

Name of Vendor
Street Address or P.O. Box Number
City, State, Zip Code
RFP # 2009-01

The proposal is to be signed by an authorized representative of the Vendor.

Proposals should be prepared and organized as indicated in Section 3, Proposal Format, providing a concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

Vendor should be prepared to incorporate all statements made in its proposal in response to Sections 5, 6, 7 and 8 into the final contract. Any and all information that Vendor is unwilling to incorporate into a final contract must be marked in BOLD CAPS.

K. Single Point of Contact

Submit all inquiries concerning this RFP in writing by email, subject: "Questions on RFP # 2009-01" to:

Single Point of Contact (SPOC): Sylvia Hart

Email: RFP2009-01@DMAS.virginia.gov

In order for questions to be considered, a Vendor is to submit all questions regarding this RFP no later than 2:00 PM Eastern time on the date specified in the Timetable set forth in this section.

To ensure timely and adequate consideration of proposals, Vendors are to limit all contact pertaining to this RFP to the designated SPOC for the duration of this procurement process. A Vendor who communicates with any other employees or contractors of DMAS concerning this RFP after issuance of the RFP may be disqualified from this procurement.

L. Letter of Intent

Contractors who wish to submit a proposal are required to submit a Letter of Intent which must be received by the Department no later than 2:00 PM E.T. on December 29, 2009. The prior submission of a Letter of Intent is a prerequisite for submitting a proposal; proposals shall not be accepted from Contractors who have not submitted a Letter of Intent by the deadline specified above. Letters of Intent shall be sent to:

Department of Medical Assistance Services
Attention: Sylvia Hart
600 East Broad Street
Richmond, VA 23219

Letter of Intent may also be sent electronically via email to:

SPOC: Sylvia Hart
Email: RFP2009-01@DMAS.virginia.gov

M. Evaluation Process

The evaluation process is divided into four phases. Each phase is identified with a corresponding number to the Evaluation Criteria posted on the DMAS RFP 2009-01 web site and eVA web site.

(1) DMAS will review each proposal received by the due date and time to determine whether it meets the Must Have (M) factors of this RFP. All Must Have factors are evaluated on a met or not met basis. Any proposal that does not meet all of the Must Have factors will be set aside and receive no further consideration.

(2) The proposals that meet all the Must Have criteria will be distributed to the evaluation team which will assess and score each Vendor's response to the RFP requirements based on a review of the submitted materials, excluding cost proposals. The DMAS Contract Officer will calculate the Small Business Subcontracting Plan score for each Vendor.

DMAS may request that Vendors clarify or explain certain aspects of their proposals.

At any point in the evaluation process, DMAS may employ any or all of the following means of evaluation:

- Review industry research
- Request Vendor presentations
- Conduct site visits
- Contact Vendor's references
- Require product demonstrations/pilot tests
- Request that Vendors elaborate on or clarify specific portions of their proposal

No Vendor is guaranteed an opportunity to explain, supplement or amend its initial proposal. Vendors must not submit a proposal assuming that there will be an opportunity to negotiate any aspect of the Proposal. Therefore, each Vendor is encouraged to ensure that its initial proposal contains and represents its best offering.

Vendors should be prepared to conduct product demonstrations, pilot tests, presentations or site visits at the time, date and location of DMAS' choice, should DMAS so request.

(3) Based on the total score, DMAS will select for negotiations two or more Vendors whose proposals are deemed to be fully qualified and best suited. If DMAS determines in writing that only one Vendor is fully qualified, or that one Vendor is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Vendor.

(4) Once negotiations are complete, the following steps will occur:

- The Evaluation Teams recalculate the responses to the requirements if those responses have changed;
- The DMAS Contract Officer recalculates the Small Business Subcontracting Plan score for each Vendor, if the cost proposal has changed.

DMAS will calculate Best Value in accordance with the Evaluation Criteria posted on the DMAS RFP 2009-01 Web Site and eVA Web Site. DMAS shall award the contract(s) to the Vendor(s) with the highest Best Value score(s).

If any Vendor fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, DMAS may terminate negotiations with that Vendor at any time.

DMAS reserves the right, at its sole discretion, to reject any proposal or cancel and re-issue the RFP. In addition, DMAS reserves the right to accept or reject in whole or in part any proposal submitted, and to waive minor technicalities when in the best interest of the Commonwealth.

DMAS SHALL NOT BE CONTRACTUALLY BOUND TO ANY VENDOR PRIOR TO THE EXECUTION OF A DEFINITIVE WRITTEN CONTRACT.

N. Evaluation Factors

The evaluation factors involved in this RFP are as follows:

i). Must Have (M) factors identified in the table below:

Table 1

No.	<i>Must Have (M) Factors</i>
1.	<i>(M) Letter of Intent received by the due date and time from Vendor. Proposals received from Vendors who did not submit a letter of intent will not be accepted and/or reviewed.</i>
2.	<i>(M) Proposal must be received by the due date and time. No late proposals will be accepted and/or reviewed.</i>
3.	<i>(M) If awarded a contract pursuant to this RFP, Vendor agrees to be bound by all the laws of the Commonwealth of Virginia and all Federal laws and regulations pertaining to this transaction.</i>
4.	<i>(M) Vendor agrees to comply with the Vendor's Monthly Report of Sales and Industrial Funding Adjustment requirements (see details in file "2009-01 Section 8 Terms and Conditions.doc", the terms and conditions table referenced by Section 8 of the RFP).</i>
5.	<i>(M) Vendor must provide a response to Sections 5, 6, 7, and 8.</i>

ii). The extent to which the Vendor's proposal satisfies the requirements identified in Sections 5 and 8,

- iii). Vendor's viability and past performance (see Section 6 Vendor Profile),
- iv). Price which may include submitted price, negotiated price or discounted price.
- v). Small Business Subcontracting Plan – Vendor's planned utilization of Department of Minority Business Enterprise (DMBE) – certified small businesses, to include businesses owned by women and minorities when they have received DMBE small business certification, in the performance of contracts to be awarded as a result of this solicitation. The submission can account for up to 20 percent of the RFP total points.

O. Procurement Website

The Commonwealth of Virginia's procurement portal, <http://www.eva.virginia.gov>, provides information about Commonwealth solicitations and awards. Vendors are encouraged to check this site on a regular basis and, in particular, prior to submission of proposals to identify any amendments to the RFP that may have been issued.

P. Timetable

Table 2

Activity	Target Completion Date
RFP 2009-01 posted	December 15, 2008
Letter of Intent due	2:00 PM E.T. December 29, 2008
Deadline for all questions	2:00 PM E.T. January 9, 2009
Proposals due	2:00 PM E.T. February 6, 2009
Presentations, demonstrations, etc. (At DMAS' option)	By March 6, 2009
Final contract negotiation(s)	By March 20, 2009
Contract awarded	April 10, 2009
Solution Implementation	July 10, 2009

The timetable above is provided for planning purposes only.

Q. Notice of Award

Upon the award of a contract as a result of this RFP, DMAS will promptly post a notice of award at <http://www.eva.virginia.gov>. No award decision will be provided verbally. Any final contract, including pricing, awarded as a result of this RFP shall be made available for public inspection.

By the date of award, the selected Vendor(s) is required to be registered and able to accept orders through eVA. Vendor must have completed and submitted a CGI-AMS Inc. Buysense Terms of Service Agreement and a Vendor Trading Partner Agreement (TPA) through the Commonwealth of Virginia's e-procurement website (eVA) located at <http://www.eva.virginia.gov>.

3. PROPOSAL FORMAT

Vendors are to adhere to the specific format set forth in Table 3 below to aid the evaluation team in its efforts to evaluate all proposals fairly and equitably. Proposals that deviate from the requested format will require additional time for review and evaluation. DMAS may reject any proposal that is not in the required format, or does not address all the requirements of this RFP.

Proposals should be written specifically to answer this RFP. General "sales" material should not be used within the body of the proposal, and any terms or conditions on such "sales" material will be considered invalid. If desired, Vendor may attach such material in a separate appendix. It is essential that the proposal be thorough and concise. Vendor should avoid broad, unenforceable, or immeasurable responses and should include all requested information in each section as indicated below.

In order to facilitate DMAS' review of the submitted proposals, Vendors are to provide the requested information in the following format. Vendor shall place ITS NAME, not "DMAS", IN EACH FILE NAME (e.g., BI Tools Inc's Transmittal.doc for each file). Quantities of each CD are specified in Section 2, Proposal Protocol. DMAS will not separate a proposal into the requisite CDs.

A. Vendor's Proposal Format

Table 3

CD-ROM No.	Section Title	Contents (Each a separate file)
1	Transmittal	A signed cover letter, identifying the individuals authorized to negotiate on behalf of the Vendor and their contact information. A copy of a completed eVA registration confirmation.
1	Executive Summary	Top-level summary of the most important aspects of the proposal, containing a concise description of the proposed Solution(s). Requested limitation: 2 pages.
1	Detailed Description of Proposed Solution(s)	Vendor's response by item in the tables set forth in Section 5, clearly identifying and detailing the proposed Solution, and any additional Solution details requested.
1	Appendices	Any optional information pertaining to its proposed Solution Vendor may wish to submit, excluding pricing data. Where Vendor references additional information in the tables in Section 5, all such information should be organized such that there is one separate file for each table or worksheet.
2	Pricing	Detailed pricing as specified in Section 8. Pricing Submittal Excel workbook in a separate envelope in hard copy and CD. Do not include any pricing data in any other section of the proposal. Vendors Small Business Subcontracting Plan shall also be included in this section.
3	Contracts	Any comments, in the form of redline mark-up, regarding DMAS' proposed contractual terms and conditions pursuant to Section 9, and the completed table from Section 9.
4	Vendor Profile	Pursuant to Section 6.

By submitting a proposal, Vendor certifies that all information provided in response to this RFP is true and accurate.

4. PRESENT SITUATION

Virginia's Medicaid Management Information System (MMIS) processed almost 27 million claims from providers in State Fiscal Year 2008. Of those, 4.4 million, or 16.3%, were paper claims. Once received, paper claims are scanned and either optically read or data entered. In both cases, claims undergo manual data verification.

DMAS has historically sought ways to increase the percentage of claims that are received electronically, recognizing that they are less likely to contain errors and more likely to be paid faster. Since there is significantly less manual effort to process electronic claims, we expect further progress in receiving electronic claims will result in costs being reduced while increasing service to our providers. Our claims processing subsystem accepts HIPAA-compliant 837I and 837P claims and encounters from approved service centers, such as clearinghouses, providers, and managed care organizations.

Provider manuals that include billing instructions for the UB-04 and CMS-1500 are available on the DMAS web site at <http://websrvr.dmas.virginia.gov/ProviderManuals/Default.aspx>. Chapter V of the provider manuals contains Billing Instructions. Provider manuals are presented by provider type. The Hospital and Physicians manuals, among others, include instructions for the UB-04 and CMS-1500 claims forms, respectively. The DMAS-30 claim form and instructions are included in Chapter V of the Physicians manual.

Companion guides for the 837I and 837P are available at <https://virginia.fhsc.com/hipaa/CompanionGuides.asp>.

DMAS providers already have free access to a Medicaid Web portal that supports a number of HIPAA-compliant electronic transactions including eligibility verification and claim status inquiry. The claims DDE service is being designed as another HIPAA-compliant service to be accessed through the Medicaid Web portal in support of providers doing business with DMAS. Secure access to the Medicaid Web portal is controlled using User Administration Console (UAC), which is the First Health web-based enterprise solution to web registration and security.

The current MMIS fiscal agent contract ends on June 30, 2010. As part of the takeover of the MMIS, the fiscal agent will be required to develop and implement a new Medicaid web portal. The claims DDE Solution will need to interface with that portal.

5. FUNCTIONAL AND TECHNICAL REQUIREMENTS

Vendors are required to indicate their capability of fulfilling each specific requirement below. Each Vendor's response will be reviewed and compared across vendors in order to determine the best Solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of the Solution by the Vendor. "Solution" is defined as everything included in the proposed Solution, including all services and all software for the prices provided in response to Section 7. To respond to each requirement, Vendor is asked to enter, in the space provided in Column A, a code that best corresponds to its intended response for the requirement listed.

The acceptable codes for Column A are as follows:

Y - "Yes" - Vendor can fully meet the requirement as documented with its current application or proposed Solution. If applicable, Vendor shall provide in Column B an explanation of how it will fulfill the requirement. Vendor may also use Column B to cross-reference a detailed explanation included in an attachment to its proposal. In all cases, Vendor should provide sufficient detail to enable DMAS to evaluate its proposal while being as brief and succinct as possible.

N - "No" - Vendor cannot meet the requirement.

A blank or any value other than "Y", including "NA", in any box in Column A will be interpreted by DMAS as an "N".

In addition, many questions will ask the Vendor to further explain and/or identify the response. If an explanation or description is more than a few sentences, the Vendor should provide it as part of the overall response to this section as a separate Microsoft Word file, by table. (See Section 3 Proposal Format for details). Please provide one such file/document and be sure to clearly reference the question number for each response.

When a question requests that the Vendor identify its detailed response, Vendor is to identify where in its proposal the information is located.

#	Requirements	A	B
	Solution Description & Features		
1.	Does your Proposal include a description of your Solution's approach to Web Based Claim Direct Data Entry? If yes, identify.		
2.	Does the Solution support the CMS-1500 claim form in accordance with DMAS billing instructions including originals, adjustments, and voids? If yes, explain.		
3.	Does the Solution support the UB-04 claim form in accordance with DMAS billing instructions including originals, adjustments, and voids? If yes, explain.		

4.	DMAS would like to support the direct entry of data required by the Virginia MMIS to process professional claims that reflect Medicare as the primary payer, which is currently accomplished on paper using a proprietary form (i.e., the DMAS-30). Does the Solution allow for the direct data entry of professional Medicare claims that can be submitted to DMAS specifications? If yes, describe your approach. Innovative and creative approaches are encouraged. The Vendor shall include specific information in its proposal to explain how this will be achieved.		
5.	Does the Solution perform preliminary claim edits and provide the ability for real-time correction of errors? If yes, explain approach to on-line correction and customization.		
6.	Identify the standard edits included in the proposed Solution. Are standard edits customizable? If yes, explain the approach, including whether the customization can be performed by DMAS, any limits on the type or number of changes, and the timeframe for making and applying customization changes.		
7.	Does the Solution provide the capability to capture, store, and modify provider and enrollee information to be used to pre-populate claims? If yes, explain.		
8.	Does the Solution provide the capability to enter a resubmission, adjustment, or void of a previously entered claim with minimal information keyed? If yes, explain.		
9.	Does the Solution provide an edit function for duplicate claim submissions? If yes, explain.		
10.	Does the Solution support uploading of claims files from a provider's PC in combination with direct data entry of claims? If yes, specify supported claim file formats. Can functionality be disabled if requested by DMAS?		
11.	Does the Solution include claims status inquiry (X12 276/277) functionality? If yes, explain.		
12.	Will the Solution support transmission of claims collected in then-current HIPAA-compliant X12 837 formats to DMAS' Medicaid Fiscal Agent based on a schedule and frequency approved by DMAS? If yes, explain.		
13.	The MMIS will need to be able to identify claims collected via the DDE Solution. Will the 837 claims produced provide a mechanism for identifying the claims as DDE? If yes, explain.		

14.	<p>Does the Solution come with any value added capabilities such as those listed below, or others, that would enhance the provider experience or add business value? If yes, explain.</p> <ul style="list-style-type: none"> • Copy claim functionality; • User customizable dropdown lists; • Integrated eligibility verification prior to claim submission; • Web based practice management software; • Generate secondary billing automatically; • Electronic claims attachments; and/or • Others not specifically referenced? 		
15.	<p>DMAS expects the Solution to be in alignment with the emerging VHEN multi-payer portal. Describe your approach to maintaining an alignment of your Solution with VHEN.</p>		
16.	<p>Do you understand that if VHEN becomes a reality that this contract may need to be renegotiated?</p>		
Provider Billing			
17.	<p>After the PIF Grants funds are exhausted, DMAS may require providers to absorb or share in the cost of the Solution. The cost to the providers must be based on the rate established for DMAS based on its total claims volume rather than a provider-specific rate based on the provider's claims volume. If providers are required to pay for the service in the future, does the Solution support billing for usage? If yes, explain the approach and mechanism to be used.</p>		
Reporting Capabilities			
18.	<p>Does the Solution provide web based reporting for the provider and DMAS in support of using and monitoring claim direct data entry functions? If yes, explain.</p>		
19.	<p>Does the Solution provide printable versions of all reports, user guides, and other similar documentation available on the website? If yes, explain.</p>		
20.	<p>Does the Solution provide downloadable versions of all reports, user guides, and other similar documentation available on the website using standard software tools? If yes, explain.</p>		
Technical Requirements & Features			

21.	Does the Solution require any proprietary software to be installed or data stored on the provider's PC? If yes, explain.		
22.	Does the Solution support any method for sending customized messages to providers, such as a 'message board' when the provider accesses the system or sending e-mails to all users? If yes, explain.		
23.	Does the Solution keep historic logs of data collected and transmitted for research and reporting purposes? If yes, explain.		
24.	Does the Solution prohibit claims submission to other payers? If yes, explain.		
25.	Does the Solution require broadband internet access? If yes, explain.		
	Implementation		
26.	Does the Vendor agree to customize its standard Solution as needed to meet DMAS requirements and to provide documentation that describes the customized Solution for DMAS approval prior to making any changes, including but not limited to screens, reports, edits, and training materials? If yes, explain.		
27.	Does the Solution accommodate complete Virginia Medicaid branding including all web pages, user manuals, training materials, and associated documentation? If yes, explain.		
28.	Does the Vendor agree to make changes as needed so that its Solution can interface with DMAS' existing Medicaid Web portal and support all related requirements? If yes, explain.		
29.	Does the Vendor agree to actively participate in testing with the MMIS Fiscal Agent, DMAS, and providers? If yes, explain, including the Vendor's methodology used in testing new implementations.		
30.	Does the Vendor agree to meet a schedule of implementing the Solution in production 45-60 days after the awarding of the contract? If yes, explain.		
	Operations		
31.	Does the Solution provide 24x7 availability? If no, explain.		

32.	After implementation, does the Vendor agree to make changes if requested by DMAS? If yes, explain the approach to be used for approving, scheduling, controlling, testing, and implementing changes.		
33.	In the event of late or erroneous claims submissions due to the Vendor's system or operations, does the Vendor agree to resolve the problem, including the resubmission, adjusting, and/or voiding of claims if needed, at no cost to DMAS or the providers? If yes, explain.		
34.	Does the Vendor agree to submit a performance standards methodology for this contract for DMAS review and approval that includes key performance items to be measured, monitored, and reported, as well as a quality assurance plan that explains how problems are identified and corrective action is defined and reported? If yes, please identify proposed performance measures and explain how they will be monitored and reported and how performance problems are resolved.		
	Provider Support		
35.	Does the Solution provide web based provider training? If yes, explain.		
36.	Does the Solution provide "test" functionality for new providers? If yes, explain.		
37.	Does the Vendor's Solution include help desk support? If yes, explain, including the approach to the following: <ul style="list-style-type: none"> • Hours of availability; • Types of calls and issues to be addressed; • Meeting special language needs; and • Location of help desk staff. 		
	DMAS Support & Communications		
38.	The Vendor shall regularly communicate with DMAS regarding those matters that come to the Vendor's attention in the performance of direct data entry services, including comments on policy, procedures, production volume, and any other matters that would reflect on the proper management of the provider the DDE process. Does the Vendor agree to provide written status reports to DMAS in an agreed format and frequency and participate in status meetings with DMAS at an agreed frequency throughout the contract? If yes, explain.		

39.	Will the Vendor provide staff to assist DMAS staff with training and/or provider outreach if requested by DMAS during the implementation and operations periods? If yes, explain and describe your approach to outreach and educational activities.		
Security & Access			
40.	<p>Does the Solution comply with the following security requirements?</p> <ul style="list-style-type: none"> • HIPAA Security Rule, 45 CFR Parts 160, 162, and 164 Health and Insurance Reform: Security Standards: Final Rule, February 20, 2003 (or later); • COV ITRM Standard SEC501-01 dated July 1, 2007 (revised) (or later); and • COV ITRM Guideline SEC508-00 dated April 18, 2007 (or later). <p>Refer to http://www.cms.hhs.gov/securitystandard/downloads/securityfinalrule.pdf and http://www.vita.virginia.gov/library/default.aspx?id=537 for details.</p>		
41.	Does the Vendor affirm that its organization and all affiliates agree to comply with all state and federal laws and regulations with regard to handling, processing, or using healthcare data, to include but not limited to HIPAA?		
42.	Does the Vendor agree to submit Security and Disaster Recovery Plans to DMAS for approval and to maintain them throughout the life of the contract?		
43.	Does the Solution integrate seamlessly with the Virginia Medicaid Web portal and support single sign-on through the Medicaid Web portal? If yes, explain.		
44.	Does the Solution support bi-directional navigation between the Virginia Medicaid Web portal and the Vendor's website via browser? If yes, explain.		

45.	Does the Vendor understand that the Virginia Medicaid Web portal will be replaced on July 1, 2010 and that the Solution will need to integrate with that portal? If yes, explain the approach to be taken to enhance the Solution if needed.		
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6. VENDOR PROFILE

A. Vendor Corporate Overview

1. Business

Vendor shall state its core business, background, and experience in the relevant market (not to exceed 3 pages).

2. Corporate Identity

Vendor shall provide the identity of Vendor and any parent corporation, including address, phone and fax numbers, FEIN or tax ID No., company web site and contact email. Vendor shall also provide the identity of any subsidiaries, as applicable (not to exceed 3 pages).

3. Organization and Structure

Vendor is asked to provide an overview of its organizational operating structure and describe the operational and functional relationships of the business units of its organization, as they relate to Vendor's proposal. Organizational charts are helpful supplements to the descriptions.

Vendor should indicate whether it expects to provide the Solution with existing resources or plans to secure additional resources by partnering or subcontracting. If applicable, Vendor should identify the additional resources required to provide the Solution included in its proposal and the timetable for obtaining such resources.

DMAS reserves the right to request that Vendor provide all the information described in this section for any subcontractors proposed by Vendor.

4. Locations

Vendor shall describe the geographical locations of its firm at the national, regional, and local levels, as applicable. Vendor shall identify all locations that will be used to support the Commonwealth and the operations handled from these locations. Vendor must clearly identify any overseas locations which may be used to support the resultant contract or any related data transactions.

5. Strategic Relationships

Vendor is asked to identify strategic relationships with other related Vendors. Vendor shall state all subcontractors expected to be used in implementing the proposed Solution. DMAS reserves the right to request that Vendor provide all the information described in this section for any and all major subcontractors proposed by Vendor.

6. International Organization for Standardization (ISO) 900X Certification

Vendor shall indicate if it is ISO certified. If "yes", Vendor shall identify the area(s) in which it is certified (e.g., services, manufacturing).

B. Financial Information

1. Total Annual Revenue

Vendor shall state total annual revenue and indicate the revenues associated with the provision of the Solution relevant to its proposal.

2. Dun and Bradstreet Credit Report

Vendor shall include its current full D&B Business Report, if D&B issues reports on Vendor.

3. Annual Reports

Vendor should provide certified, audited financial statements (i.e., income statements, balance sheets, cash flow statements) for the most recent three (3) years. Vendors having been in business for a shorter period of time shall submit any available certified, audited annual financial statements. DMAS may request copies of or access to current and historic annual reports. DMAS reserves the right to access a Vendor's publicly available financial information and to consider such information in its evaluation of such Vendor's proposal.

4. Research and Development

Vendor shall state the percentage of its revenue invested in Research and Development related to its proposed Solution, as appropriate. Vendor should provide a clear vision of how it plans to support emerging technologies and industry standards.

C. Vendor Experience Level and Customer References

The Vendor must demonstrate a proven record of providing Solutions similar to those defined in this RFP to customers of similar scope and complexity.

The Vendor shall provide three to five customer references with contact names, email addresses, phone numbers, and descriptions, including Solution scope and dates implemented, which DMAS may use in reference checking. The references should be from organizations where Vendor is providing (or has recently provided) a Solution that is similar in type and scope to this initiative.

References should highlight implementations with the following characteristics:

- Implementation of current version of Solution;
- Use of the Solution in a Medicaid environment;
- Client with a large claims volume;
- Upgraded from the Vendor's prior version; and
- Switched from a competitor's product.

Vendor Reference # 1 Organization Name _____

Point of Contact Name(s)	Email	Phone Number	Description of Project Implemented

Vendor Reference # 2 Organization Name _____

Point of Contact Name(s)	Email	Phone Number	Description of Project Implemented

Vendor Reference # 3 Organization Name _____

Point of Contact Name(s)	Email	Phone Number	Description of Project Implemented

Vendor Reference # 4 Organization Name _____

Point of Contact Name(s)	Email	Phone Number	Description of Project Implemented

Vendor Reference # 5 Organization Name _____

Point of Contact Name(s)	Email	Phone Number	Description of Project Implemented

D. Performance Standards Methodology

Vendor is asked to describe the methodology used to develop its internal performance standards, the processes and tools used to monitor and measure its performance against those standards, the management reporting systems that capture these data, and the approach used to address performance issues. Key performance measures to be used for this contract should be identified.

Vendor should indicate its present customer satisfaction rating, summarize customer satisfaction criteria, and describe the methodology used to measure customer satisfaction. Vendor should include any relevant publication ratings or articles.

E. Disaster Recovery/Security Plan

Vendor is asked to describe in detail its plans to enforce security and mitigate the impact of any disaster that would affect its ability to provide the proposed Solution.

F. Account Management**1. Account Management Plan**

Vendor is asked to provide a detailed description of the approach it would take to managing the business and performance aspects of its contract with the Commonwealth.

2. Project Team

Vendor is asked to provide the resumes of all key members of the project team, including the Account Manager (for the implementation and operations period) and Implementation Manager.

Vendor should describe the level of access its proposed project team members have within its organization and the authority they have to commit the Vendor's resources to meet unexpected surges in activity and/or to respond to service issues.

Vendor should provide the time frame for the availability of project team members and the percentage of time these individuals are expected to be assigned to the DMAS account. DMAS may require Vendor to involve DMAS in the selection and rotation of any key account team members assigned to DMAS.

3. Supplier Small Business**Small Business Subcontracting Plan**

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation and strengthening of small businesses including small businesses owned by women, minorities or service-disabled veterans, to encourage their participation in state procurement activities. The Commonwealth encourages all Vendors to provide for the participation of these small businesses through partnerships, joint ventures, subcontracts, and other contractual opportunities. Appendix B, Small Business Subcontracting Plan, contains information on reporting subcontractor spend data.

A Vendor that is a small business, and is certified by the Department of Minority Business Enterprise, should include a copy of its certification or its certification number in its proposal. In order to receive credit for certification with the Virginia DMBE, the certification proof must show valid certification before the due date and time of the proposal submission. A Vendor which is a small business but which is not yet certified with DMBE can register at <http://www.dmbc.virginia.gov>.

Vendor shall provide a Small Business Subcontracting plan as set forth in Appendix B: Small Business Subcontracting Plan. If Vendor does not plan to use subcontractors in executing a contract resulting from this RFP, Vendor shall so state. Vendors Small Business Subcontracting Plan shall be included within the Pricing section, CD-ROM No. 2 as indicated in RFP Table 3.

7. PAYMENTS TO CONTRACTOR

The Contractor will be paid for the Claims Direct Data Entry Services through two payment methodologies as follows:

Payment for the Claims DDE Implementation Phase

All payments for the Implementation Phase will be based on Contractor completion, and DMAS approval, of Offeror proposed project deliverables and milestones. Offerors should include all costs for the Implementation phase in their Implementation fees, which must be fully itemized to disclose each cost component of those fees.

The Contractor will invoice DMAS at the point it receives written approval of the final Offeror proposed deliverable and milestone. DMAS will pay the Contractor within thirty (30) days after receipt of the Contractor's invoice.

Payment for the Claims DDE Operations Phase

The Contractor will be reimbursed retrospectively using actual transaction volumes for the month being paid. DMAS will pay the Contractor within thirty (30) days after receipt of the Contractor's invoice.

Payment for the Claims DDE Additional Services

The Contractor will be reimbursed retrospectively for any additional services DMAS requests using the specified rates. DMAS will pay the Contractor within thirty (30) days after receipt of the Contractor's invoice.

8. PRICING INFORMATION

As part of the DMAS Claims Direct Data Entry Initiative, (see Section 1.B) it is highly desirable to procure a Vendor with a licensing and pricing structure that will support our goals and objectives. DMAS is targeting a relatively short time frame for identifying and selecting a Vendor and customizing and implementing a Solution to be integrated with the Virginia MMIS.

With this in mind DMAS is seeking a licensing/pricing structure that reflects appropriate costs for actual levels of use while still being able to support whatever growth is achieved.

Submit all pricing data in the Excel Pricing Submittal workbook provided as a separate file. Pricing and cost information should appear nowhere else in the proposal documents.

Pricing must include the Industrial Funding Adjustment (see Section 9 of this RFP) and eVA fees.

DMAS requests that each Vendor provide complete and detailed pricing for each worksheet in the Appendix A - Pricing Submittal Excel workbook. The Vendor's proposed pricing data must include all charges of any kind associated with the Solution. DMAS will not be liable for any fees or charges for the Solution that are not set forth in the Appendix A - Pricing Submittal Excel workbook.

Additional information and backup detail should be attached as appropriate. Any scheduled price change must be identified, and actual new prices and proposed effective dates must be stated.

All one-time and recurring costs and any underlying assumptions on the part of Vendor must be clearly, conspicuously and fully disclosed. The intent of the Pricing Submittal workbook provided is to implement an acquisition process that is flexible and that will support DMAS' delivery requirements on a project or individual order basis.

Vendors are not required to disclose their internal costs but shall disclose all pricing assumptions. For example, if unit price is based on a certain volume, that assumption should be indicated. Vendor shall clearly identify any discount targets/ranges available.

9. DMAS STANDARD AGREEMENT

Any resulting agreement shall be defined by a written contract, which shall be binding only when fully executed by both parties. DMAS' contractual software licensing requirements are provided as a separate file, titled "RFP 2009-01 DMAS Standard Agreement".

The final terms and conditions of the contract shall be agreed upon during negotiations; however, Vendor is to give DMAS' business requirements set forth in the separate file titled "RFP 2009-01 DMAS Standard Agreement" the same careful review and consideration as the other requirements set forth in this RFP.

Vendor should provide its comments regarding any exceptions in the form of margin notes or redline the document with your suggested language where required. DMAS will reject any newly proposed edits, deletions or additions raised after the proposal due date Vendors are encouraged to use the SPOC to address any questions they may have regarding any part of the DMAS Standard Agreement.

DMAS desires a relationship with its Vendor that is marked with a commitment to consistent quality and continual improvement. It is DMAS' expectation that Vendors will define and document performance standards for this contract, and regularly report performance against those standards.

Vendor shall include the completed table below in its response to this RFP.

Table 4

Issue:	Vendor's response (Y & N)
Do you agree that the contents of your response to Sections 5, 6, 7, and 8 will become part of any contract that may be entered into as a result of this RFP?	
Do you agree to include mutually agreed upon cost reduction initiatives, which will be periodically updated during the term of the contract?	
Do you agree that all provisions of the DMAS Contract NOT redlined or so noted are acceptable?	
Do you acknowledge that any attempt to object to contract terms after you submit your proposal that you did NOT redline or indicate any objection to in your proposal may be considered by DMAS as a repudiation of your proposal?	
Do you acknowledge that a Small Business Subcontracting Plan, as described in Appendix B, must be submitted?	
Vendor acknowledges that no money may be used to obtain any Service/Solution under a contract awarded, pursuant to this RFP, to any Vendor who appears on any of the Lists of Parties Excluded from Federal Procurement and Nonprocurement Programs.	
Do you affirm that your response meets all of the Mandatory requirements listed in section 2.N?	
Do you affirm that your organization and all affiliates are current with all sales tax obligations to	

the Commonwealth as of the due date of the proposals in response to this RFP?	
Do you affirm that your organization and all affiliates are not excluded from participating with federal procurements; i.e., not included in the General Service Administration's Excluded Parties List System, as of the due date of the proposals in response to this RFP?	
Do you agree to accept the provisions at the following URLs: .http://www.vita.virginia.gov/uploadedFiles/SCM/StatorilyMandatedTsandCs.pdf and the eVA provisions at http://www.vita.virginia.gov/uploadedFiles/SCM/eVATsandCs.pdf and the contractual claims provision §2.2-4363 of the Code of Virginia.	

Appendix A - Pricing Submittal

All Vendor pricing information must be provided as a separate Microsoft Excel file titled "RFP 2009-01 Appendix A - Pricing Submittal". A model for this spreadsheet is included as a separate file.

The Vendor's pricing submittal must contain the pricing for the implementation and operations (production) of the claims DDE services, as well as rates for additional related services that may be requested by DMAS. All prices are considered fixed.

The pricing spreadsheet must provide pricing details for each of the following three areas.

Implementation: The prices submitted for implementation must address in detail all activities and expenses related to the design, development, and implementation of the Vendor's Solution to meet all DMAS requirements, including but not limited to: defining requirements and design; coding and testing; supporting and participating in integration, user, and provider testing; preparing all documentation, including training materials; providing assistance with training and outreach; and establishing on-going support staff and procedures.

Operations: The prices submitted for operations must address all activities and expenses related to providing the Vendor's Solution to DMAS providers, collecting claims from providers, submitting claims to the MMIS, and providing technical support to providers, DMAS, and our MMIS fiscal agent. The prices should be provided both as a price per transaction with a monthly maintenance fee as well as a subscription fee that includes maintenance. Any thresholds for discounts in transaction fees must be clearly indicated. If the Solution supports billing providers for all or part of the transaction costs, Vendor must submit an alternate transaction fee should be provided that will be used if DMAS exercises the billing option of your proposal.

Additional Services: Prices related to any additional services that the Vendor may be asked to perform at DMAS' request in the course of the contract should be itemized. This includes hourly rates for resources that would perform activities such as analysis, development, documentation, and training. Prices should be provided for each year of the contract, including the option years.

Appendix B - Small Business Subcontracting Plan

Definitions

Small Business: "Small business " means an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Note: This shall not exclude DMBE-certified women- and minority-owned businesses when they have received DMBE small business certification.

Women-Owned Business: Women-owned business means a business concern that is at least 51% owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, and both the management and daily business operations are controlled by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law.

Minority-Owned Business: Minority-owned business means a business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise by the due date of the solicitation to participate in the SWAM program. Certification applications are available through DMBE online at www.dmbv.virginia.gov (Customer Service).

Vendor Name: _____

Preparer Name: _____ Date: _____

Instructions

- A. If you are certified by the Department of Minority Business Enterprise as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification.
- B. If you are not a DMBE-certified small business, complete Section B of this form. For the Vendor to receive credit for the small business subcontracting plan evaluation criteria, the Vendor shall identify the portions of the contract that will be subcontracted to DMBE-certified small business in this section. Points will be assigned based on each Vendor's proposed subcontracting expenditures with DMBE certified small businesses for the initial contract period as indicated in Section B in relation to the Vendor's total price.

Section A

If your firm is certified by the DMBE, are you certified as a **(check only one below)**:

_____ Small Business

_____ Small and Women-owned Business

_____ Small and Minority-owned Business

Certification number: _____ Certification Date: _____

Section B

Populate the table below to show your firm's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received the DMBE small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

B. Plans for Utilization of DMBE-Certified Small Businesses for this Procurement

Small Business Name & Address DMBE Certificate #	Status if Small Business is also: Women (W), Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract
Totals \$					

Appendix C - Glossary of Terms

Term	Definition
Best Value	The overall combination of quality, price, and various elements of required services that in total are optimal relative to DMAS needs.
Claim	Usually used to refer to a bill for payment submitted by or on behalf of a provider of a health care service, supply, or product. The Virginia MMIS also generates claims for capitation payments, management fees, and administration fees. While in some contexts a claim can refer to the document submitted, the Virginia MMIS considers each service line on all forms other than a UB-04 to be a claim. Claim is included in the generic term 'payment request.' Also see 'Encounter.'
Encounter	Similar to a claim, a record that is sent by a Managed Care Organization (MCO), transportation broker, or Dental Benefits Administrator (DBA) to identify services it provided or denied for DMAS enrollees. Encounter is included in the generic term 'payment request.'
Enrollee	An individual enrolled in one of the DMAS programs. Used interchangeably with recipient.
eVA	eVA is a web-based purchasing system used by Virginia government. State agencies, colleges, universities and many local governments use eVA to announce proposal opportunities, invite offerors, receive quotes, and place orders for goods and services.
FAMIS (Family Access to Medical Insurance Security)	This is Virginia's separate state child health insurance program (SCHIP) authorized under Title XXI of the Social Security Act. It generally covers eligible children with family income too high for Medicaid but less than 200% of the Federal poverty level.
FAMIS-Plus	FAMIS-Plus is a Medicaid expansion component of the COV's Title XXI Children's Health Insurance Program. Because it is a Medicaid expansion program, FAMIS-Plus follows all Medicaid rules.
Fiscal Agent	Fiscal Agent is used to refer to the MMIS Fiscal Agent Services Contractor.
MMIS	The Medicaid Management Information System (MMIS) is used by DMAS for administering its programs, which includes processing claims.
Medicaid Web Portal	A single point of access for all provider services as designated by DMAS, regardless of the entity providing the service. As a result of this RFP, the Medicaid Web Portal will be developed by the Fiscal Agent Services Contractor but will be the property of DMAS.
SLH (State and Local Hospitalization)	A state and local (county) program of payment for inpatient and outpatient hospital services for persons not eligible for the Virginia Medicaid Program funded by the Commonwealth and counties.

Term	Definition
Solution	Everything included in the proposed solution, including all services and all software for the prices provided in response to Section 7.
TDO (Temporary Detention Order)	An order obtained and issued for a person who is in imminent danger to his or herself or others as a result of mental illness, or is too seriously mentally ill to care for self and is incapable or unwilling to volunteer for treatment. DMAS administers the processing of the Temporary Detention Orders (TDO) and Emergency Custody Orders (ECOs) for authorization of payments for services provided to residents of the COV.
TPP (Transaction Processing Platform)	The term used in the current documentation that is equivalent to what is called the current Fiscal Agent (FA) Technology in this RFP.
Vendor	Any entity that submits a proposal in response to this RFP.
VITA	The Virginia Information Technologies Agency. VITA is the Commonwealth's consolidated, centralized information technology services provider.